

1/15/08

Dear FCC,

Regarding bit torrent protocol treatment by Comcast, I would like to submit my experience as a consumer of digital Comcast cable internet services.

In the summer of 2007, I moved into a new residence and had to make a decision between AT&T DSL, Satellite, or Comcast cable for my internet service at home. I had been a loyal AT&T customer for almost 10 years beforehand. After extensive research on pricing and services advertised, I decided to switch to Comcast. The main reason I decided to switch to Comcast was their advertisement of "unlimited service" with regard to their service. Initially, I was happy with the increased download rate over DSL; however, shortly thereafter I began having critical problems with uploading files through the bit torrent protocol. I depend on having connectivity with my professional peers to distribute large open source packages and Linux distributions. My Comcast connection was unexpectedly resetting our connections and halting file transfers within a minute of "seeding." After spending many hours troubleshooting my computer and network connections, I spent another two hours speaking with Comcast technical support. They assured me that Comcast does not discriminate protocols and are blind to this traffic on the net. They also told me that they could not help me establish connections, let alone receive the advertised upload rate for which I signed up with Comcast in the first place.

After researching others with similar problems and subsequent investigative reports from the AP and the EFF, my issue certainly pointed to their findings that Comcast is filtering bit torrent traffic and falsifying RST packets to sever bit torrent seeds. I followed the experiment that the EFF published using WireShark to analyze my network traffic and confirmed that my Comcast traffic was being injected with RST packets by Comcast, just as the AP reported.

I feel that Comcast was deceptive in their advertisement of unlimited service which proved false in my case. This deception by Comcast would also have compelled me to stay with AT&T DSL if I had known they were doing this beforehand.

Thank you,
Ryan Lauer